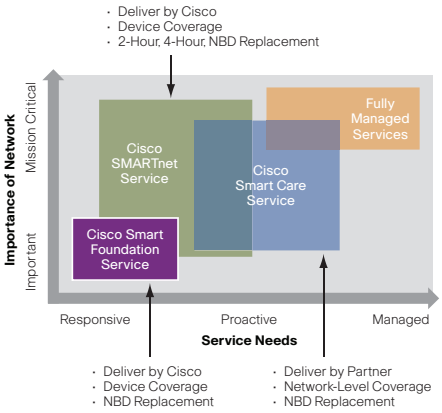
Cisco Smart Foundation Service

Protecting Your Network Investment and Your Business

In today's interconnected business environment, customer satisfaction, employee productivity, and business profitability are all increasingly dependent on the business network. Designed specifically to meet the needs of smaller networks, Cisco® Smart Foundation Service provides the easy, cost-effective network support small and medium-sized businesses (SMBs) need to help ensure operational reliability, contain costs, and protect the Cisco network investment.



When Network Downtime Is Not an Option, Turn to Cisco Smart Foundation Service

Today's SMBs are often just as dependent on network applications as large enterprises and just as vulnerable to the lost productivity and profitability that can result from a network outage. But unlike large corporations, SMBs rarely have a full-scale IT staff with specialized knowledge about network solutions or extra IT budget to devote to enterprise-scale network support services. Now, you have another option: Cisco Smart Foundation Service.

Designed for businesses with data-only networks, fewer than 250 network users (50 or fewer network devices), and an IT staff with limited network expertise, Cisco Smart Foundation Service offers excellent essential support with entry-level affordability. Delivered by Cisco, this service program provides an easy, affordable way to help SMBs quickly resolve routine issues that might arise when using Cisco SMB-class products.

Cisco Smart Foundation Service (Table 1) combines the following:

- Essential network support with clear, nontechnical tools and resources
- Step-by-step guidance from Cisco SMB Technical Assistance Center (TAC) engineers who have been specially trained to work and communicate with SMB IT personnel, who often do not have extensive Cisco networking expertise
- Next-business-day hardware replacement and software bug fixes, if required
- Affordable network support, with an annual fee lower than the cost of even a single uncovered service transaction

Table 1. Cisco Smart Foundation Service Components

Service	Advance Hardware Replacement	Cisco Technical Assistance Center Hotline	Cisco Knowledge Base and Tools	Operating System Software	Eligible Devices
Cisco Smart Foundation Service	8 x 5 x next business day (NBD)	Business hours (8 a.m.-5 p.m.) access to special SMB TAC (access levels vary by region)	Full access using Cisco Smart Foundation portal	Operating system software updates for bug fixes	Select SMB-class data products

Fast Access to the Network Experts at Cisco

You can confer with Cisco TAC engineers in a way that is most convenient and useful for you, including e-mail, telephone, and Web-based collaboration with support available in local languages. Access levels vary by country. Please contact your account representative for access details for your area.

The Replacement Hardware You Need, When and Where You Need It

When you need fast access to replacement hardware, Cisco Smart Foundation Service provides next-business-day advance replacement where available, and otherwise same day ship. For more information, consult a Cisco account manager or authorized Cisco reseller or review the Service Availability Matrix at **http://tools.cisco.com/apidc/sam/search/search.do** for a complete listing of local delivery options.

Table 2 shows devices supported by the Cisco Smart Foundation Service.

Table 2. Cisco Smart Foundation Service: Supported Devices

Technology	Products
Switches	· Cisco Catalyst® Express 500 Series Switches · Cisco Catalyst 2900 XL Series Switches · Cisco Catalyst 2940 Series Switches · Cisco Catalyst 2950 Series Switches · Cisco Catalyst 2960 Series Switches · Cisco Catalyst 2970 Series Switches · Cisco Catalyst 3500 XL Series Switches · Cisco Catalyst 3550 Series Switches · Cisco Catalyst 3560 Series Switches · Cisco Catalyst 3750 Series Switches · Cisco Catalyst 4503 Switch
SOHO Routers	· Cisco 0800 Integrated Services · Cisco 800BB Integrated Services · Cisco 800TRAD Integrated Services · Cisco SB100 Integrated Services
Routers	· Cisco 1700 Series Modular Access Routers · Cisco 1800 Series Integrated Services Routers · Cisco 2600 Series Multiservice Platforms · Cisco 2800 Series Integrated Services Routers
Security	· Cisco ASA 5505 Adaptive Security Appliance · Cisco ASA 5510 Adaptive Security Appliance · Cisco ASA 5520 Adaptive Security Appliance
Firewall Products	· Cisco PIX® 501 Security Appliance · Cisco PIX 506 Firewall · Cisco PIX 515 Firewall
Wireless Products	· Cisco Aironet® 340 Access Points · Cisco Aironet 350 Access Points · Cisco Aironet 1000 Series · Cisco Aironet 1100 Series · Cisco Aironet 1200 Series · Cisco Aironet 1300 Series · Cisco Aironet 1400 Series

Simple, Efficient Online Management and Troubleshooting Software

The Cisco Smart Foundation portal provides SMBs with a secure portfolio of tools that can help them efficiently perform many of the activities needed to install, configure, and troubleshoot covered Cisco networking devices. The online portal provides fast access 24 hours a day, 365 days a year to the resources SMBs need to keep the network and the business running smoothly. The Cisco Smart Foundation portal includes the following capabilities:

- Access and administer Cisco SMB Smart Foundation contracts
- Access and manage device inventory
- Set up, manage, configure, or troubleshoot products
- Easily add devices to the network and quickly assign an IP address
- Recover passwords using password recovery wizard
- Access tools and resources that can assist in identifying and resolving a problem
- Retrieve instructional documents on basic network configuration scenarios
- Open a service request online
- Access operating system software bug fixes

A Comprehensive Service Portfolio

Cisco Smart Foundation Service is one of a family of Cisco Smart Services for Small and Medium Business. Offering a choice of responsive and proactive services to complement your internal IT support capabilities and meet your network needs, Cisco Smart Services for Small and Medium Business include Cisco Smart Care Service, Cisco SMARTnet® Service, and Cisco Smart Foundation Service. These services are smart based on their relevancy to the business requirements of a small or medium organization like yours. They are part of a broader Cisco Services portfolio.

Ordering

Cisco Smart Foundation Service may be purchased through a Cisco certified partner. To find a partner, visit **http://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do.**

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

For More Information

For more information about Cisco Smart Foundation Service, visit **www.cisco.com/go/smartfoundation** or contact your local account representative.

For more information about other types of Cisco Services to maintain and optimize your network, including technology-specific and remote management services, visit **www.cisco.com/go/supportservices.**

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